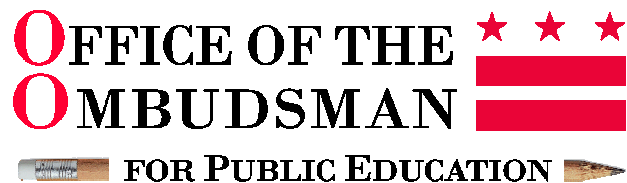


We want to hear from you!

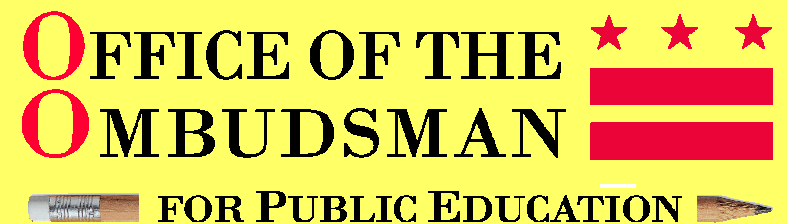


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Washington, DC 20002
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By Phone: (202) 741-8777
By Fax: (202) 727-1149
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How may
we
help you?



Government of the District of Columbia
Adrian M. Fenty, Mayor

What's an Ombudsman?

Ombudsman: An office created by Mayor Adrian Fenty and the Council of the District of Columbia to help people with unresolved problems at their local schools.

School families, students, staff and community members: the Office of the Ombudsman for Public Education is here to help you with problems or conflicts that you have not been able to get resolved by contacting school or administration staff in your District of Columbia Public School, Public Charter School or the University of the District of Columbia.

The Office of the Ombudsman is an independent office. We will help you resolve your issues in an informal, confidential and fair way – listening to your concerns and talking to others involved in the situation. The Ombudsman does not take sides, but will work with all parties to reach a solution that is fair to all involved.

Our office is also a source of public information. We will report frequently to the Mayor, the Council, the schools and the public about types of problems and concerns we receive. Part of our job is to identify trends and potential problem areas impacting one school or the entire system.

When to contact the Ombudsman

- ✓ You have tried to get a problem or concern addressed by the staff or administrators in your local school, and have not received a response.
- ✓ You are not sure where to go to get your school question answered.
- ✓ You feel you have been treated unfairly in your public school.
- ✓ You don't understand a public school policy or procedure, or believe the school is unfairly applying a policy or procedure.
- ✓ You see something good happening in your school or other schools, and want administrators to know about it.

What the Ombudsman will do

- ✓ Listen to your concerns.
- ✓ Provide referral information.
- ✓ Provide a safe and confidential place for you to voice your concerns.
- ✓ Coordinate informal dispute resolution meetings.
- ✓ Research and interpret public school policies and procedures.
- ✓ Coordinate resources from other government and non-public school sources.
- ✓ Make recommendations for policy changes.

What the Ombudsman will not do

- ✓ Disclose personal information without your consent.
- ✓ Take personnel actions.
- ✓ Testify in legal or administrative proceedings.
- ✓ Accept complaints that are already in a formal grievance process.

